# DCFS Weekly Update From the State Office
Friday, September 22, 2000

## Certified Qualitative Case Reviewers
*By Caren J. Frost*

DCFS is looking forward to a second year of these Qualitative Case Reviews. The review schedule begins in October 2000 and runs through May 2001. Twenty-four cases will be reviewed in each region. The regional schedule is

| Review Date | Region |
| --- | --- |
| October 16-20, 2000 | Western |
| November 13-17, 2000 | Southwest |
| January 22-26, 2001 | Former Cottonwood |
| February 12-16, 2001 | Former Granite |
| March 12-16, 2001 | Former Salt Lake |
| April 16-20, 2001 | Eastern |
| May 21-25, 2001 | Northern |

With the Qualitative Case Reviews gearing up again, I thought you might like to know who among our colleagues are certified as Qualitative Case Reviewers. The following individuals can lead on a case during these reviews:

Richard Anderson
Aude Bermond-Hamlet
Duane Betournay
Aaron Bettinson
Laura Cameron
Irl Carlson
Geniel Evenson

LeRoy Franke
Charlotte Gibbons
Kate Jensen
Scott Langford
Reba Nissen
Lisa Peterson

Congratulations to this group of esteemed individuals!!! I would like to encourage supervisors, team leaders, and community service managers who want to participate in these reviews to contact either Laura Cameron or Aude Bermond-Hamlet with the Office of Services Review.

## To Make Your Life Easier…Using SAFE Optimally
*By Robert Lewis*

Duplicate person records, especially duplicate "0" numbers, are a huge problem. For example, *we may be losing thousands of dollars of Medicaid funding* because of this. And you all know how important it is for DCFS to have adequate funding.

Some of these duplicates happen when CPS cases are established without someone searching the system for existing numbers and person records. It would be very helpful if, in each office, a clear assignment is made for persons to do these searches as part of the CPS Intake or case initiation process. It is much less work to prevent duplicates than to merge and clean up records after the fact. Remember the saying, "Only you can prevent duplicate IDs."

# Instructions on Entering CPS Fatality Information in SAFE

*By Linda Prince*

Last May, Navina Forsythe send out instructions from Dianne Warner-Kearney on recording fatalities in SAFE. I am preparing a report and have the same problems with incorrect data. Therefore, the instructions are shown below in hopes of reaching all CPS staff to help correct the data inaccuracies.

There are two fields on a CPS case that indicate a child fatality. The "Severity" field indicates the severity of the ***ABUSE being investigated on the case***. If a child dies, but the abuse is unsubstantiated (meaning the death was accidental or due to other reasons than abuse or neglect such as an auto accident, natural death, etc.), the severity should be recorded as "NA." It should **ONLY** be entered as fatal when the death was the result of the abuse being investigated AND the case is substantiated.

The "Disposition" field indicates the status of the child. If the child is deceased for **ANY** reason this field should read *"death/child deceased."*

Please be careful how this is recorded since this information has to be reported to the federal government each year. Thank you.

# Significant Changes in SAFE Release 2.207 and How to Use Them

*By Robert Lewis*

SAFE release 2.207 will be available beginning September 25, 2000. There are 112 SAFE HelpDesk calls included in this build. The attached document entitled "weekly092200—2207 fixes.doc" contains a write-up on the more significant changes, including:

- Print Traveling Packet with one command;

- Delete draft documents;

- Remove siblings from multi-child Progress Summaries;

- Display both case and primary worker offices;

- New secondary worker notices for SCF placement change and case closure; and

- A table of other changes present in release 2.207.

# Child Fatality Review Recommendations

*By Linda Wininger*

One of the most difficult parts of my job in the state office is to attend the Department Child Fatality Reviews. The saying "Hindsight is 20/20" is sometimes but not always true in these reviews. However, there are a number of recommendations, good recommendations, that have come from these reviews. Some of them are a one-time shot, recommendations that seem to relate only to this particular case, and are probably a one-time oversight by the caseworker. They can, however, be used as a gentle reminder to other DCFS workers to be sure they are handling cases the best way possible. Other recommendations seem to come up time after time and are indicators that there is a need for statewide focus and training on the issue.

This article is being used as both a gentle reminder and a forum to focus your attention on the issues that need some training or educating on. If, after reading the information, you would like additional training on a specific issue, please contact your supervisor, CSM, ARD, or RD and let them know. I would also be glad to help you get the information you need to feel successful at the difficult job you do. So here's the scoop!

Transient Families—Do you work with families who could be classified as transient? Since these families may be moving throughout the state and from region to region within a short period of time, it is very important to read through the Referrals and Activity Logs of past cases when conducting a CPS investigation. If you don't have all the pieces, it's hard to solve the puzzle!

Speaking of reviewing prior records—It is <u>so</u> important to review prior case records on a family. I know that is often difficult to do. It is nearly impossible if you are working a red tag and are out in the field when a call comes in. Here's a suggestion. Do what you have to do with the immediate needs of the investigation then, as soon as you can sit down, bring the family up on your SAFE database and read everything you can about them. If the history of the family goes back farther than the activity logs on SAFE, request the hard copy paper file and note that request in your SAFE logs. This enables you to look at the case as a whole rather than at separate allegations. Once again, you can't put that puzzle together if you don't have all the pieces!

Okay, here's another one. If a child you've removed from their home is ill or disabled, contact your Health Care Team to make sure that the needs of the child will be met while they are in our care. The Health Care Team can make sure that the Shelter staff understands the needs of the child and can follow up to make sure they are being met. Insufficient knowledge of the needs of the child is not a reason for leaving a child in a home where they are being abused or neglected. On the other hand, putting a child in Shelter without attending to their special needs might also be classified as abuse or neglect. The easy solution is to call for assistance from those who know!

And finally, remember that substantiations are based on the conditions at the time of the referral. If a family is willing to make changes but abuse or neglect has occurred, the referral should still be substantiated. It may not seem important at the time but could be crucial in the long run. There have been cases where families have seemed so willing to make changes that the caseworker did not substantiate the referral, then

the next caseworker gets the same song and dance and we end up with a string of unsubstantiated referrals and no services and no protection for the child.

You guys are great!  Keep up the good work.  All these recommendations amount to a little tweaking and that shouldn't be too hard for a wonderful group like us.  Let me know if you have any questions or comments.  I love to get email ([hsadmin1.lwininge@state.ut.us)](mailto:hsadmin1.lwininge@state.ut.us).

# Significant Changes in SAFE Release 2.207 and How to Use Them
Prepared by Robert Lewis

The next SAFE update will be available starting the week of September 25, 2000.  The are 112 Help Desk calls addressed in this build.  Here are some of the more significant changes:

**Print Traveling Packet with one command**.
The capability has been added to print the entire Traveling Packet for a new child placement with a single command.  When Print Travel Packet is selected, the Placement Information print menu brings up a default traveling packet print list, based on case factors.  Users can change the selections if needed.

How to print the traveling packet:

- Data filled forms can be printed from places where case context exists.  Be in a case Document Index window, or be in case or highlight a case in the Caselist window and click on Function Go To or RMB and select Print Travel Packet.

- Blank forms can be printed starting with Forms on the Main Menu or whenever traveling packet is selected without case context.

The traveling packet documents can still be printed individually also, by selecting the specific document type using Document Index.  Some of these documents have more options for updating when created individually.

**Delete draft documents.**
SAFE users are now able to delete documents which are in draft status.  This should give workers more flexibility to manage their own SAFE case materials and solve document problems without having to get assistance from the Help Desk.
How to delete a document:

- Be in the Document Index window with the particular document highlighted.  Either click on Function Go To or RMB and then select Document Delete.

**Remove siblings from multi-child Progress Summaries.**
Users are now able to remove a sibling who had been a part of a multiple foster child Service Plan, or another case person, from a Progress Summary.   This gives users more control over the persons who appear in a completed document and the ability to separate out siblings from a combined Service Plan if there is a need to individualize their progress reports.

How to do remove a person:

- Uncheck the checkbox which appears at the far left side in the Progress Summary person grid for the person to be removed.  This can be done at any time prior to finalization of a document.

How to add a person back in who has been previously removed:

- Under some circumstances it may be possible to add a person who has been removed back in to a later Progress Summary.  If the Progress Summary from which the person has been removed is still in draft, delete that document and start again.  Or, if a prior Service Plan or Progress Summary exists where the person was included, when initiating the further Progress Summary, select the prior

document which included that person as the document upon which to base the new Progress Summary.

When siblings are removed who have their own SCF cases, the Progress Summary will not appear in their case document index, complete an action item, or cause an activity record to be made. Other case persons removed will not show on the print-out.

**Display both case and primary worker offices.**
In-home and SCF cases are now displaying offices of both the primary worker and the case in the header in the header area of the case window.

The office of a case may be different that the office of a worker assigned to the case. The default is that a case automatically is assigned the office of the primary worker, but this can be over-ridden in Case Creation or Worker Assignment to show that a different office than the one to which a worker belongs has over-riding responsibility for the case. The new display in case header makes this distinction easier to see and track.

**New secondary worker notices for SCF placement change and case closure**.
Two new notices have been added: (#26) to health care workers and eligibility workers that a foster child's placement has changed, and (#28) to secondary workers that a case with which they are involved has closed. These notices are intended to help case coordination, and particularly to help health care workers and eligibility workers carry out required activities that these actions trigger.

Here are other changes present in release 2.207:

| Window | Change |
|--------|--------|
| Case | . Added "fetal drug exposure" to the list of values in the field Person Characteristics, at the recommendation of program staff.<br>. Made several changes in the list of values in the field Family structure, to improve AFCARS reporting. |
| Case (SCF), Closure Wizard (SCF)<br>Case (SCF), Closure Wizard (SCF) | . Added two adoptive subsidy fields, Subsidy Status and Monthly Subsidy Amount, to the Adoption tab, to make federal AFCARS reporting more accurate. Generally this information will be entered at SCF case closure where an adoption has occurred.<br>. Made several changes in adoption-related entries to improve the entry flow and make federal AFCARS reporting more complete |
| Case (CPS), Forms | . Removal--Corrected the list of removal reasons on Form 974 (Notice of Shelter Hearing) reporting, to conform to a new state law. Also corrected the form. |
| Closure Wizard (In-home) | . Fixed in-home closure wizard to require characteristics data on case clients, but not on case contacts. |
| Document Index | . Made corrections and added datafill to the YIC information form. |
| Health notification | . Make fixes to health notification letter to correctly display caretaker addresses. |
| Notification | . Deleted notices #23 and #25 (supervisor notices of pending progress summaries). |
| Progress Summary | . Draft Progress Summaries now refresh the persons listed, based on the current set of case persons.<br>. Eliminated the temporary Progress Summary that was provided when SAFE 2.2 was first implemented to cover situations when an existing Service Plan was not in SAFE.<br>. When a finalized Service Plan is absent, only court reports, transfers, or termination summaries can be created and that only if done within 45 days of removal.<br>. Added fix to make sure that the current primary worker is listed.<br>. Made fix to be sure that case person addresses appear on printout.<br>. Corrected and improved the way that the 15 out of 22 months out-of-home write-up works. |
| Service plan, | . Fixed so that if there is a Service Plan or Social Summary in draft and there is a change |

| Window | Change |
|---|---|
| Social Summary | in persons involved with the case, the persons listed in the Service Plan will refresh when the document is reopened. |
| Service Plan (SCF) | . Made several fixes in IL plan, to improve its usability. |